

**PERFORMANCE WORK STATEMENT (PWS)**  
**Aviation English Training**  
**FAA Academy Airports and International Training Division, AMA-800**

**SECTION 1 GENERAL**

- 1.1 Ordering Office: Federal Aviation Administration (FAA), Academy International Training Division, AMA-800
- 1.2 Period of Performance: One (1) year from the date of award with option to extend for two (2) additional years.
- 1.3 FAA Program Point of Contact/Course Manager: Theresa White, AMA-800, 405-954-7102
- 1.4 Scope of Work: The performance of this contract requires instructional services for the delivery of Aviation English training courses to international or domestic pilots, air traffic controllers, or other aviation personnel and/or Aviation English Instructor Development courses to teachers of English as a second language or flight or air traffic instructors. These courses may be delivered at Mike Monroney Aeronautical Center, Oklahoma City, Oklahoma, or approved facilities in other domestic or international locations. The following FAA Courses are included in this requirement:

**FAA Course 15004 English for Air Traffic** – This 24-day course includes approximately 192 hours of formal classroom instruction targeting the development of English language proficiency for aviation to meet the standards set forth by the International Civil Aviation Organization (ICAO). Classes must be adjusted to meet the language development needs of the participants. The maximum number of participants per class will be sixteen (16). One (1) contract instructor is required for classes of ten (10) or fewer participants. Two (2) instructors may be required for classes with eleven (11) to sixteen (16) participants unless FAA instructor personnel are available. The instruction and activities will lead participants to achieve the training outcomes listed in Section 5.

**FAA Course 15005 Instructor Development: Aviation English** – This is a 9-day course that includes approximately 72 hours of formal classroom instruction that prepares instructors to teach aviation English to ICAO standards. The course is delivered to a maximum of 12 participants per class. One (1) contract instructor is required per class. The instruction and activities will accomplish the training outcomes listed in Section 5.

- 1.5 The contractor shall administer, manage, and perform the efforts described in this PWS. Any deviation from the planned instruction or related activities scheduled in the contract shall be coordinated and approved in writing by the FAA Course Manager or COTR prior to the scheduled course. Except as otherwise stated in this PWS, the contract shall be performed using facilities, equipment, and materials provided or arranged for by the government.
- 1.6 Background: ICAO established new Language Proficiency Requirements (LPRs) for air traffic controllers and flight crews performing international operations. The LPRs were developed to improve safety by improving speaking and understanding in air traffic radiotelephony communications. The Language Proficiency Rating Scale outlined in ICAO Document 9835

describes six levels of proficiency for six language elements, with level 4 being the minimum for operational licensing.

The FAA Aviation English Course 15004 is designed to lead intermediate level English proficiency participants to achieve ICAO operational level 4. The Instructor Development Course 15005 prepares participants to teach Aviation English and assess language proficiency levels to ICAO standards in accordance with the ICAO Doc. 9835, ICAO Circular 318, and ICAO Circular 323 guidelines.

- 1.7 Quality Assurance: The FAA Academy reserves the right to monitor all classroom and laboratory sessions to assure that all training outcomes and contract specifications are met.

## **SECTION 2 DEFINITION OF TERMS**

Contracting Officer (CO): The person authorized to act on behalf of the Government to negotiate and award contracts and modifications thereto, and to administer contracts through completion or termination. Except for certain limited authority delegated by the Contracting Officer to a technical representative, the Contracting Officer is the only individual with the authority to direct the work of the Contractor.

Contracting Officer's Technical Representative (COTR): The authorized Government representative(s) acting within the limits of their delegated authority for management of specific projects or functional activities.

Course Manager: FAA Point of Contact for management of the ITD Aviation Language Training Program courses.

Course Materials: Instruction manuals and necessary supplies to conduct the activities outlined in the manual.

ESL: English as a Second Language

ESP: English-for-Specific-Purposes—the branch of Applied Linguistics in which professionally prepared English language learning activities are constructed specifically to address one specific professional or industrial area.

FAA: Federal Aviation Administration, a component agency of the U.S. Department of Transportation

ICAO: International Civil Aviation Organization

Instructional Manuals: The student/instructor course book, which contains instructions and content for all classroom activities and exercises, including teaching aids and related learning materials.

ITD: International Training Division, a division of the FAA Academy

Language Profile: Individual learner strengths, weaknesses and learning needs identified from analysis of testing samples and instructor observations used to develop individualized learning plans and curriculum targets.

LPRs: Language Proficiency Requirements as outlined in ICAO Doc. 9835.

MMAC: FAA Mike Monroney Aeronautical Center located in Oklahoma City, Oklahoma

Participant: student; language learner

Quality Assurance: Actions taken by the FAA to ensure compliance with the provisions of the Performance Work Statement.

Quality Control: Actions taken by the contractor to ensure compliance with the provisions of the Performance Work Statement.

TESL: Teaching English as a Second Language

Training Outcomes: The total combination of language skills and knowledge that Learners must acquire to successfully undertake targeted training assignments.

### **SECTION 3 GOVERNMENT FURNISHED PROPERTY**

3.1 The FAA will provide or arrange for an appropriately configured classroom facility, classroom equipment, and supplies necessary for course delivery to include:

3.1.1 Access to general office equipment, software, utilities, telephone and related services.

3.1.2 Classroom supplies (i.e. paper, pencils, pens, marking pens, flip charts, white board or chalk board), binders for course materials, aviation language enrichment materials such as audio and video recordings, aviation industry charts, maps, books, magazines, posters, and other items considered reasonably necessary.

3.1.3 Audio recording and playback equipment, as needed, for classroom use, handheld portable audio cassette recorder/players participants, handheld two-way radios for optional training activities, and other typical classroom equipment deemed necessary to meet training requirements designated by this course. Equipment may vary depending on the location of the training.

3.1.4 Classroom will be configured to allow adequate workspace for participants.

3.2 Course materials: The FAA shall arrange to have the course materials, including instructor and participant manuals and tests, reproduced and available at the training location.

3.3 Suitably equipped space for the purpose of conducting language tests and evaluations.

3.4 Certificates of completion for each participant to be presented at a completion ceremony.

3.5 For training delivered in locations outside the United States, classroom supplies and equipment, office space and equipment, and testing space may be provided by the civil aviation authority or other organization that enters into an agreement with the FAA for training. For this reason, variations may exist due to availability.

### **SECTION 4 CONTRACT FURNISHED PERSONNEL AND PROPERTY**

4.1 The contractor shall furnish all administrative, managerial, supervisory and instructor personnel necessary to perform the contract. For classes requiring two (2) instructors, a lead instructor shall be appointed to be responsible for managing classroom activities, coordination with the FAA course manager, and all required reports.

4.2 Instructor Qualifications:

4.2.1 Contract employees serving as instructors under this contract shall have the following qualifications:

- Native English speaker
- Bachelor's degree in teaching English as a second Language (TESL) or with a TESL emphasis, or a TESL certificate plus 2 years experience teaching English as a second/foreign language
- Thorough understanding of ICAO Doc. 9835
- For teaching Course 15005, thorough understanding of ICAO Cir. 318 and ICAO Cir. 323
- Knowledge and/or experience with air traffic radiotelephony communication
- Experience rating English language proficiency (to ICAO LPR standards preferred)
- (Required for lead instructor for Course 15004 and 15005; preferred for additional instructors) Completion of FAA Academy Course 15005: Instructor Development, Aviation English
- (Preferred) Experience teaching FAA Course 15004

4.3 All personnel are subject to FAA Security and Suitability Determinations at any time under this contract. When notified of this requirement, the contractor shall ensure that each contract employee completes the required security forms.

4.4 The Contracting Officer may, in writing, require the contractor to relieve from classroom instruction duties any instructor whose performance under the contract is considered to be unsatisfactory or who is otherwise objectionable to the FAA as an instructor.

## SECTION 5 PERFORMANCE REQUIREMENTS

5.1 Instructional Services: The Contractor shall provide administration, management, and instruction of FAA Courses 15004, English for Air Traffic, and 15005, Instructor Development: Aviation English. The courses shall be delivered using FAA course materials, with minor customization to meet participant needs, approved supplemental materials, and shall meet the FAA training objectives described herein.

5.1.1 FAA Course 15004: Instruction shall be provided by one (1) or two (2) Instructors as determined by the number of enrollments and availability of FAA Academy instructional staff support. The classroom training is delivered over a 24-day period during normal business hours, Monday through Friday, except federally established holidays. Each course includes approximately 192 hours of structured classroom learning aimed at meeting the FAA objectives for each course. Course objectives are described in Section 5.5.

5.1.2 The FAA course materials will be used as the principle training materials with supplemental materials provided by the Course Manager that can be used at the Instructor's discretion. Optional supplemental instructional materials provided by the instructor(s) may be used following coordination and approval by the Course Manager. The instructors are expected

to adapt the instructional materials, activities, and exercises to the language proficiency level of the participants, addressing the particular language needs of the group and each individual participant, and addressing all language elements identified in the ICAO LPRs.

- 5.1.3 In addition to instructional activities, the Instructor shall administer and evaluate pre-and post-tests using the ICAO standards and language proficiency rating scale or administer an automated test, if available. The test may be provided by FAA or it can be completed using an oral proficiency interview, conducted and rated by the Instructor. The pre-test shall be administered within the first three (3) days of the class, and the post-test shall be administered during the last week of the class. The Instructor shall use the results of the pre-test to establish a language profile for each participant to identify language targets for training purposes. The Instructor shall use the post-test to evaluate language growth, document improvements, and make recommendations for continued study for each individual participant. The Instructor shall conduct periodic evaluations to track participant progress during the course.
- 5.1.4 All participant test results, language profiles, documentation, and reports listed in Section 7 shall be developed and reviewed by the Instructor who will submit them to the Course Manager and COTR.
- 5.1.5 FAA Course 15005: Instruction shall be provided by one (1) instructor. The classroom training will be provided over a nine (9) day period during normal business hours, Monday through Friday, except federally established holidays. Instruction will be based on FAA course materials with minor customization provided by the instructor and coordinated with the Program Manager to meet the specific needs of the group. Instruction shall prepare participants to use current Teaching English as a Second Language (TESL) methodologies, adapt aviation English training materials to learner needs, and apply placement, progress, and proficiency testing to ICAO Standards.

5.2 FAA Course Objectives: Instruction shall be structured to meet the following course objectives:

- 5.2.1 FAA Courses 15004: Participants develop language skills towards meeting ICAO Operational Proficiency Levels 4 in accordance with ICAO Doc. 9835. Training includes structured learning and language assessments. Instruction includes a combination of general English and aviation terminology, specifically addressing:
  - Technical aviation language, ICAO English phraseology for Air Traffic Services, and general English including basic vocabulary, grammar and communication skills
  - The six language elements identified in the ICAO LPRs: pronunciation, structure, vocabulary, fluency, comprehension and interactions

At the conclusion of the course, participants should have improved their ability to:

- Understand and use English vocabulary common to the air traffic and the aviation industry
- Listen to and accurately understand a range of work-related topics and aviation specific communications in English
- Speak with pronunciation and fluency sufficient to communicate effectively, especially in radiotelephony in English

5.2.2 FAA Course 15005: Participants prepare to teach and test aviation English according to ICAO standards as documented in Doc. 9835, with an understanding of ICAO Cir. 318 and 323. Instruction prepares participants to use current Teaching English as a Second Language (TESL) methodology, adapt training materials to learner needs, and apply placement, progress, and proficiency testing/rating according to ICAO Standards. Topics include:

- Language acquisition and methodologies for teaching structure, pronunciation, listening and speaking, and error correction
- ICAO Language Proficiency Requirements
- Familiarization with basic air traffic procedures
- Lesson planning, preparation and delivery
- Testing/Evaluation/Rating Procedures

At the conclusion of the course, participants should be able to:

- Deliver aviation English lessons using current ESL methodology
- Diagnose learner needs and adapt materials as necessary
- Apply placement, progress, and proficiency testing to ICAO Standards
- Rate speech samples to ICAO Standards

Customization: Course 15005 is customized and adapted to meet the requirements of participants who have either an aviation background or an ESL background.

5.3 FAA Academy Evaluation: Provide time for and facilitate the administration of the FAA Academy end-of-course evaluation by each participant. The evaluations will normally be conducted via computer. When computers are not available, forms shall be distributed and collected following completion and forwarded to the AITD manager.

5.4 Course Material Assessment: The Contractor shall monitor each class for the purpose of recommending further analysis and revision of the course materials. At the completion of each course delivery, the contractor shall provide a comprehensive list of recommendations for course improvement that will enhance or improve the outcomes of the training.

5.5 Travel: Travel required in providing the services described in this PWS will be reimbursed in accordance with the Federal Travel Regulations as prescribed and issued by the General Services Administration (Order DOT 1500.6A) plus reasonable and allocable handling costs.

## **SECTION 6 DELIVERABLES**

6.1 Instruction of Courses: Delivery of FAA Aviation English Course 15004 and 15005 using FAA course materials, ICAO documents, and supplemental materials at the FAA Academy or international location during the scheduled performance period and specified number of hours to meet the course objectives. Course delivery includes formal classroom instruction, and administration and analysis of tests and evaluations.

6.2 Pre- and Post-Tests: Administration and analysis of pre-tests provided by the FAA to each participant in Course 15004 and establishment of an instructional language profile for each participant based on the results. Coordination of test results and subsequent instructional

language profiles with the FAA Course Manager no later than two days following the test completion.

Administration and analysis of post-tests provided by the FAA to each participant in Course 15004 and comparison of the results with the pre-test results to determine gain in English proficiency and successful meeting of personal learning goals during the course. Coordination of results with the FAA Course Manager no later than two days following the test completion.

- 6.3 Customization: Adaptation of training materials to meet the needs of the participants for language learning purposes (15003 and 15004) and for instructor developmental learning purposes (15005).
- 6.4 Reports:
  - 6.4.1 Record of Participants: Participants' names as they wish them to appear on the FAA Academy course completion certificates forwarded to the Course Manager or COTR by the end of the first full week of each class.
  - 6.4.2 Record of Attendance: Attendance record forwarded to the Course Manager or COTR at the conclusion of each course.
  - 6.4.3 Course Completion Verification: A list of those participants who successfully completed the course forwarded to the Course Manager or COTR at the conclusion of each course.
  - 6.4.4 Training Report: Formal documentation of training presented and the results achieved submitted electronically to the Course Manager and COTR within two weeks following the completion of each course. At a minimum, documentation will include:
    - a) Pre- and post-test comparisons with averages of progress achieved (15004 only)
    - b) Summary of individual language development (15004 only)
    - c) Summary of participant feedback
    - d) List of suggestions for revisions and improvements to course materials and instructional strategies
- 6.5 FAA Academy Evaluation: Administration of the FAA Academy end-of-course evaluations by each participant either via computer or on paper collected and forwarded to the AITD manager.

## SECTION 7 ACCEPTANCE

The contract performance will be considered acceptable by the Government when the courses are successfully delivered to meet objectives and reports are submitted in accordance with the scheduled delivery as described in this performance work statement.

Acceptable invoices must be submitted identifying contract number, dates of service, and deliverables as designated in the Contract, IAW with the designated Contract line items. The Contractor may invoice at completion of each course. The Instructional services shall be acceptable when they include the following:

- 7.1 Delivery of training, customized as appropriate, for the Courses described herein.

- 7.2 Course 15004: Adaptation of FAA training materials as necessary to target specific language needs of each participant, in order to accomplish the following:
- Participant progress toward improvement in language skills identified by ICAO for technical aviation language and English phraseology for Air Traffic Services, including basic vocabulary, grammar and communication skills
  - Participant progress toward improvement in the six elements identified in the ICAO LPRs: pronunciation, structure, vocabulary, fluency, comprehension and interactions
- 7.3 Course 15005: Customization of training materials as necessary to address the needs and backgrounds of participants for the purpose of preparing them to deliver aviation English lessons and assess English proficiency to ICAO standards.
- 7.4 Administration of all FAA developed and/or authorized pre-tests, progress evaluations, and post-tests.
- 7.5 Coordination with FAA Course Manager for all reporting documents.
- 7.6 Travel is accomplished to facilitate delivery of the courses (as required and authorized with the FAA CO), and transportation and subsistence expenses are submitted IAW FAA Travel Policy.